

Senate Joint Resolution No. 30

RESOLUTION CHAPTER 114

Senate Joint Resolution No. 30—Relative to airline service.

[Filed with Secretary of State August 10, 1998.]

LEGISLATIVE COUNSEL'S DIGEST

SJR 30, Karnette. Airline service.

This measure would request the President and the Congress of the United States to require the Federal Aviation Administration to mandate minimum service standards for domestic airlines, including, but not limited to, on-time performance, lost baggage, overbooking, overcrowded airplanes, and overcrowded terminals.

WHEREAS, While airlines are doing a good job at maintaining safety, airline service standards have begun to decline; and

WHEREAS, According to a joint study of the Wichita State University and the University of Nebraska at Omaha, the airline industry posted a relatively good safety record despite several high-profile airplane accidents; and

WHEREAS, This joint study found that the level of customer service provided by domestic airlines, in areas such as on-time performance, baggage loss, frequency of overbooking and “bumping,” fares, and aircraft age has declined on an overall basis; and

WHEREAS, In making safety issues the top priority, less critical services should not be compromised; and

WHEREAS, According to the United States Department of Transportation, the following statistics relating to airline service are applicable to the top nine domestic airlines:

(a) Overall airline passenger complaints increased (per 100,000 passengers) in 1996 to 3.8 percent, up from 3.2 percent in 1995.

(b) The number of flights arriving and departing late increased in 1996 by 25.5 percent, up from 21.3 percent in 1995.

(c) Out of every 1,000 passengers, 5.3 passengers reported lost, damaged, delayed, or stolen baggage on domestic flights in 1996. This represents an increase from 5.18 complaints per 1,000 passengers in 1995.

(d) Out of every 1,000 passengers, 1.2 passengers were involuntarily denied boarding onto their flights due to overbooking. This represents an 88-percent increase over 1995 statistics; and

WHEREAS, Air travelers are severely inconvenienced when airports do not provide enough seating in airport terminals. When terminal seating is fully occupied, passengers who do not wish to sit

in crowded bars or cafes are forced to stand on their feet or sit on the floor while they wait for their flight; and

WHEREAS, At a time when airfares and airline profits are increasing, the quality of service should not be decreasing; now, therefore, be it

Resolved by the Senate and Assembly of the State of California, jointly, That the Legislature respectfully requests the President and the Congress of the United States to require the Federal Aviation Administration to mandate minimum service standards for domestic airlines, including, but not limited to, standards regarding on-time performance, lost baggage, overbooking, overcrowded airplanes, and overcrowded terminals; and be it further

Resolved, That the Secretary of the Senate transmit copies of this resolution to the President and Vice President of the United States, to the Speaker of the House of Representatives, and to each Senator and Representative from California in the Congress of the United States.

